MEDICAID BULLETIN

DMAS Transition from VAMMIS To Medicaid Enterprise System (MES): Key Functions for Fee for Service Providers

Last Updated: 03/10/2022

Suite 1300 Richmond, VA 23219

MEDICAID BULLETIN

DMAS Transition from VAMMIS To Medicaid Enterprise System (MES): Key Functions for Fee for Service Providers

This is the second in a series of Medicaid bulletins DMAS is sharing prior to April 4, 2022. These bulletins inform Medicaid fee-for-services providers about the upcoming transition of several key information management functions currently handled through the Virginia Medicaid Management Information System (VAMMIS) to a new technology platform called the Medicaid Enterprise System (MES). Beginning April 4, providers will be required to use the new MES to access all functions described in this bulletin.

This bulletin provides additional information regarding the upcoming pause in provider access to VAMMIS. Specifically, information for providers of Long-Term Services and Supports (LTSS). The bulletin will also explain the new MES system with an emphasis on the benefits that the MES Provider Services Solution (PRSS) and PRSS Provider Portal tool will offer providers. This bulletin will also address how providers will access key functions using the new PRSS Provider Portal beginning April 4.

VAMMIS off-line from March 30 through April 3, 2022

Several functions within the existing VAMMIS website will be temporarily off-line beginning Wednesday, March 30, 2022 resuming Monday, April 4, 2022. A previous bulletin posted on March 4, 2022 titled DMAS is replacing parts of VAMMIS with Medicaid Enterprise System (MES): Key dates for providers lists the functions affected, key dates and where to go for assistance. The bulletin is located in Medicaid Bulletins and Bulletins to Providers at

https://www.virginiamedicaid.dmas.virginia.gov/wps/portal.

There will be no disruption in enrollment or financial eligibility for our Medicaid members during this pause to VAMMIS. During this temporary pause, providers should continue to provide all health care services to Medicaid members who present proof of eligibility in the form of a blue and white Medicaid ID card, a notice of approved eligibility from the Department of Social Services or a card for a managed care health plan.

Electronic Medicaid Long Term Services and Supports Screening (eMLS) to replace ePAS

One of the information systems changes with the launch of MES is the shutdown of the current electronic Medicaid Long Term Services and Supports (LTSS) system, known as ePAS, and the launch of a new system called Electronic Medicaid LTSS Screening (eMLS). (You can read more about these systems again later in this bulletin).

Long-Term Services and Supports (LTSS) screenings while VAMMIS is off-line

Providers will not be able to access the LTSS electronic screening system beginning March 30. In addition, providers attempting to enroll individuals using the Long-Term Care (LTC) function for

Richmond, VA 23219

MEDICAID BULLETIN

nursing facility care or to confirm completion of the LTSS screening will not be able to do so after March 29.

LTSS screenings entered before 3 p.m. on March 28 will be processed and the results will be viewable through VAMMIS, ePAS, or the Long Term Care (LTC) system until 11:59 p.m. on March 29. Any screening that is successfully processed in the ePAS system will transfer and be viewable through the new eMLS system beginning April 4. Any LTSS screening that is not successfully processed must be entered as a new screening in eMLS on or after April 4.

After 3 p.m. on March 28, LTSS screeners will not be able to enter screenings into the electronic system. LTSS screeners must continue performing the screenings using the NEW upload form DMAS-P98, but they must wait to enter the information into the eMLS on or after April 4.

For all screenings conducted after 3 p.m. March 28 through April 3, LTSS screeners must securely attach and submit a copy of the DMAS-P98 to screeningassistance@dmas.virginia.gov. Nursing facility providers must contact screeningassistance@dmas.virginia.gov to request a review of the submitted DMAS-P98 (LTSS screening) for any admissions occurring during the offline time period. DMAS LTSS Screening staff will review the submitted DMAS-P98 and notify the provider by email that the individual is either not authorized or provisionally authorized for nursing facility (NF) enrollment.

For members known to be enrolled in the Commonwealth Coordinated Care Plus (CCC Plus) managed care program, NFs must continue to notify the Managed Care Organization (MCO) of admissions and discharges via the DMAS-80 form. CCC Plus Waiver providers must continue to submit authorization requests for new waiver enrollees to the MCO. Once an MCO validates that criteria are met for NF or waiver admission, the MCO will enter that information into the DMAS LTC portal.

The Level of Care Evaluation Review Instrument (LOCERI) portal will also be unavailable March 30 through April 3. Providers should continue to perform LOCERI reviews during this time but wait until April 4 to submit them into the new LOCERI portal.

Commonwealth Coordinated Care Plus Waiver while VAMMIS is off-line

Providers should continue to submit CCC Plus Waiver authorizations and waiver enrollments for members not enrolled in a managed care to Kepro in accordance with current requirements. Providers who cannot submit a request into Kepro's system due to the VAMMIS outage, must wait to request services on April 4, 2022 when VAMMIS will be accessible again (through MES PRSS). The authorizations and enrollments will be entered on or after April 4, 2022. Kepro will waive timeliness requirements through April 8, 2022 for all service types.

Developmental Disability Waivers (DDW) while VAMMIS is off-line

Providers will not be able to access the current portal for waiver level of care or authorization. Service Authorizations entered before 3 p.m. on March 28 will be processed and the results viewable through the existing VAMMIS website until 11:59 on March 29. These authorizations will transfer and be viewable through the new MES beginning April 4.



Suite 1300 Richmond, VA 23219

MEDICAID BULLETIN

Providers will continue to submit service authorization requests through the Waiver Management System (WaMS) during this period in accordance with current requirements. After 3 p.m. on March 28, the Department of Behavioral Health and Developmental Services (DBHDS) will not be able to enter authorizations into VAMMIS nor will WaMS transfer that data. DBHDS will continue to review requests, but must wait to enter the information into VAMMIS using the new MES PRSS Provider Portal, on or after April 4.

What is MES?

The Medicaid Enterprise Solution or MES is DMAS's new Medicaid Management System. The new system will enable DMAS to meet federal requirements for newer, more flexible, upgradeable, and secure information systems technology. MES will enable DMAS to respond more nimbly to changes in industry, policy, and technology requirements, and providers will experience more efficient and reliable responsiveness from DMAS because of the improved access to information.

Provider Support Through PRSS

The Provider Services Solution (PRSS) module will maintain comprehensive information on all enrolled providers, as well as access to various provider functions and helpful links to other resources. PRSS is supported by DMAS through a contract with Gainwell. (Gainwell is replacing Conduent as the DMAS contractor for Provider Enrollment Services.) Beginning April 4, PRSS will include access to a live PRSS Provider Helpline between 8 a.m. and 5 p.m., Monday through-Friday, to assist providers with enrollment, revalidation, and PRSS Provider Portal account access questions. (The PRSS Provider Portal Helpline phone number will be 888-829-5373.)

What is the Provider Portal?

The PRSS Provider Portal is a tool within the new PRSS that eases the completion of various required Medicaid-related tasks. Using the PRSS Provider Portal will minimize paper transactions and improve the accuracy and efficiency of information exchanges between the provider and DMAS. Using the PRSS Provider Portal, providers will create a PRSS Portal on-line account, enroll and revalidate their enrollment, make changes to personal or business information, check member eligibility, and access the Virginia Medicaid Management Information System (VAMMIS). Newly enrolling providers seeking to contract with Managed Care Organizations, the Behavioral Health Services Administrator, or the Dental Network will all use the PRSS Provider Portal to initiate enrollment procedures starting April 4.

What happens to VAMMIS?

_

Beginning April 4, the VAMMIS *website* (Virginia Medicaid Provider Portal) will no longer be the access point for users of MMIS. Providers will access MMIS by logging on to MES, accessing the new PRSS Provider Portal, then clicking on the desired function (e.g., check member eligibility, check claim status) and being transferred to MMIS. Conduent remains the contractor that manages MMIS on behalf of DMAS. For assistance with claims, claims adjudication, member eligibility, and

MEDICAID BULLETIN

information about covered services and limitations, contact the Conduent Provider Helpline at 800-552-8627.

What should I do before April 4?

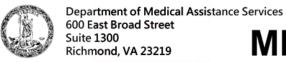
- <u>Complete MES training courses and download MES user guides</u>. (See table below for suggested courses and downloads.) Providers can find a complete listing of training opportunities, links to training videos and downloadable documents, as well as registration for on-line "live" training at https://vamedicaid.dmas.virginia.gov/training/providers
- Watch for an email from DoNotReply@healthinteractive.net. The primary account holder for enrolled providers will receive an email from DoNotReply@healthinteractive.net. The email will contain login credentials and a link to the MES home page.
- <u>Complete the MES access registration process</u>. Primary account holders will

be able to access MES beginning March 21 and complete the system registration process.

- <u>Set up delegate account users, if applicable</u>. Beginning March 21, primary account holders for providers registered with MES may access their provider portal account and assign delegate user access to their account. Delegate users are clerical and administrative office staff who need access to the provider portal to support the daily operations for an enrolled provider (e.g., to submit claims on the provider's behalf).
- Make sure you are able to include proper taxonomy codes with your claims. Beginning March 25, providers must use taxonomy codes on all claims, with the exception of pharmacy NCPDP Point of Sale claims. Contact your practice management systems vendor immediately and make sure that you can submit your taxonomy codes on all Medicaid claims. You can find listings of taxonomy codes on the MES website.
- If not currently registered to use the current VA Medicaid provider portal, you must register for access to the new MES Provider Portal in order to access electronic remittance advices.

What should I do beginning April 4?

I need to	Instructions	For more information	For assistance
Register for	Beginning March 21, those	Watch External MES Users - Accessing the System (MES-103) and	Email
PRSS	designated on the provider's current	PRSS Provider Portal Overview (PRSS-121)	askmes@dmas.virginia.gov
Provider	VAMMIS account as the Primary		
Portal access	Account Holder (PAH) will receive an email from Donotreply@healthinteractive.net with login credentials and instructions for accessing the MES and the PRSS Provider Portal for the first time.	Download the MES Reference Guide (MES-103) and the Provider Portal User Guide (PRSS-121) All available at https://vamedicaid.dmas.virginia.gov/training/providers	
	Beginning March 21, enrolled providers without access to the current Virginia Medicaid Portal may complete PAH update/change form available on the MES Public portal: https://vamedicaid.dmas.virginia.gov/		



MEDICAID BULLETIN

Torn and Information Port assistance Provider P				
designated on the provider's current PSSS PSSS Provider Private and access Parcel Account. PSSS Provider Private and access Parcel Parcel PSS Provider Private and access PSS Private access PS				
PROSE Provider Account in Horder PAPIA young to provider Services (BB 293 3.73) Boy up for Provider Parial internation, including papil and account of internation, including papil and account of internation and anabe including paper in the Papil and account of internation and anabe including paper in the Papil and account of internation and anabe including paper in the Papil and account of internation and anabe including paper in the Papil and account of internation and anabe including paper in the Papil and account of internation and anabe including paper in the Papil and account of internation and anabe including paper in the Paper				
Account Holder (PAH) was login in provided from the Account Holder (PAH) was login in the contain information in the medium changing in the path and access in the path access in the path and access in the path ac			(FK55-110)	
Provider Information and moles information and moles information including a children (PM) and assigning delegates. Hoth Prinary Account Information and moles information in the Prinary Account Information and moles assigning delegates. Bridge of delegates in the Prinary Account Information and provider and the Prinary Account Information and provider and information in the provider Bridge of delegates in the prinary and the prinary and the provider Bridge of the prinary in the Bridge of	Provider	Account Holder (PAH) may login to	Download the Provider Portal User Guide (PRSS-121)	
changes, including changing the final designing delegates. And and assigning delegates. Beginning April 4, providers will be able to enter by secessing the formation of delegates able to enter by secessing the formation of delegates able to enter by secessing the formation of delegates able to enter by secessing the formation of delegates able to enter by secessing the formation of delegates able to enter by secessing the formation of delegates able to enter by secessing the formation of delegates able to enter by secessing the formation of delegates able to enter by secessing the formation of delegates able to enter by second the formation of the formation o			Dath and lable at hites the analysis days to take a few to the control of	
Including (PASI) and assigning delegates. Account (PASI) and (PAS			Both available at https://vamedicaid.dmas.virginia.gov/training/providers	
changing the Primary Holder (CMH and cooling the Provider Provider Envolvement Application training (PRSS-111) at a separating April 4, providers will be able to enroll by accessing the provider provider of the NES Pather portal (Including providers of provider providers) and the NES Pather portal (Including providers) and the Nest Pather P				
Account in Holder Services Earrol as a Beginning April 4, providers will be introduced in the Possibility of the Possibility	changing	3 · · · · · · · · · · · · · · · · · · ·		
Beginning April 4, providers will be a believe cerebrated dress cription good from a continue of provider and a sequence of the cerebrate of				
Check September Septembe				
eginning April 4, providers will be although the provider portal under provider portal u				
Enroll as a beginning April 4, providers will be participating to enroll by according to the comply according to the complete required execution providers of behavioral health with the complete required execution providers of behavioral health with the complete required execution of the complete required execution with the complete required explaints of the complete required explaints and the provider Fortal User Guide (FRSS-121) at the complete required explaints of the complete required explaint				
participating provider provider formation with More and the services of the service of the services and the services of the se		D	C' C D '. '	Desired as As 21 As a stant
performed provider and the burning april and				
Medicaid (Including month) Medicaid M			neps.//reg.gosigimoup.com/view/view_monai.acpx.ac_5rewp_555eaac_Brangarir	
Medicaid [Including providers of behavioral				
(Including newly enrolling and provider of behavioral health provider of behavioral health provider will be any existing and the complete required by the provider fortal of the provider		https://vamedicaid.dmas.virginia.gov/	https://vamedicaid.dmas.virginia.gov/training/providers	
mewly services of behavioral providers of behavioral services. Revailable and provider services services services. Revailable and provider services are recording to the provider Portal Description of the Provider Portal Overview training (PRSS-121) at at 888-829-5373. Both are available at https://www.fr.com/provider/Portal Overview training (PRSS-121) at Beginning April 4, providers will be able to complete required by the provider Portal Overview training (PRSS-121) at Beginning April 4, providers will be able to check Member eligibility the provider Portal Overview training (PRSS-121) at Provider Holpine at 900-552-8627. Both available at https://www.free.ining.com/providers. Beginning April 4, providers will be able to view which we have been been been been been been been be	Medicald			
providers of behavioral health behavioral providers will be a beginning April 4, providers will be a better through the PRSS Provider Portal. Add and better through the PRSS Provider Portal. Beginning April 4, providers will be a beginning April 4, providers will be able to cheek Member eligibility through the PRSS Provider Portal. Beginning April 4, providers will be able to cheek Member information through the PRSS Provider Portal. Beginning April 4, providers will be added to were Member information. The provider Portal User Guide (PRSS-121) at a bownload the Provider Portal User Guide (PRSS-121) at a bownload the Provider Portal User Guide (PRSS-121) at a bownload the Provider Portal User Guide (PRSS-121) at a bownload the Provider Portal User Guide (PRSS-121) at a bownload the Provider Portal User Guide (PRSS-121) at a bownload the Provider Portal User Guide (PRSS-121) at a bownload the PRSS User Guide (PRSS-121) a	(Including			
behavioral health services) behavioral health services se				
behavioral health services) Revalidate my existing a recommendation of the provider portal				
Revailation steps through the PRS browder Portal Sign up for Provider Portal Overview training (PRSS-121) at albe to complete required revailation steps through the PRS browder Portal Sign up for Provider Portal User Guide (PRSS-121) at albe to complete required revailation steps through the PRS browder Portal User Guide (PRSS-121) at albe to check Member eligibility through the PRS browder Portal User Guide (PRSS-121) at albe to check Member eligibility through the PRS browder Portal User Guide (PRSS-121) at albe to check Member eligibility through the PRS browder Portal User Guide (PRSS-121) at albe to treat through the PRS browder Portal User Guide (PRSS-121) at albe to treat when the provider portal User Guide (PRSS-121) at albe to treat when the information through the PRS browder Portal User Guide (PRSS-121) at albe to treat when the information through the PRS browder Portal User Guide (PRSS-121) at albe to treat when the information through the PRS browder Portal User Guide (PRSS-121) at albe to treat when the information through the PRS browder Portal User Guide (PRSS-121) at albe to treat when the information through the PRS browder Portal User Guide (PRSS-121) at albe to treat when the information through the PRS browder Portal User Guide (PRSS-121) at albe to treat when the information through the PRS browder Portal User Guide (PRSS-121) at albe to treat when the information through the PRS browder Portal User Guide (PRSS-121) at albeity through the PRS browder Portal User Guide (PRSS-121) at albeity to treat albeity through the PRS browder Portal User Guide (PRSS-121) at albeity to treat albeity to treat albeity through the PRS browder Portal User Guide (PRSS-121) at albeity through the PRS browder Portal User Guide (PRSS-121) at albeity through the PRS browder Portal User Guide (PRSS-121) at albeity through the PRS browder Portal User Guide (PRSS-121) at albeity through the PRS browder Portal User Guide (PRSS-121) at albeity through the PRS browder Portal User Guide (PRSS-121) at albeity through t				
Beginning April 4, provider swill be with the complete required more provider protated (Nerview training (PRSS-121) at the complete required provider portal. Provider Portal User Guide (PRSS-121) at the complete provider provide				
my existing and incomplete required remainder with Virginia Medicaid Check member eligibility by through the PRSS Provider Portal. Beginning April 4, providers will be able to check Member eligibility through the PRSS Provider Portal. Sign up for Provider Portal Overview training (PRSS-121) at able to check Member eligibility through the PRSS Provider Portal. Beginning April 4, providers will be able to view Member information existing LTC segments for members Add and Beginning April 4, providers will be able to view Member information existing LTC segments for members Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims and search claims and claims		Designation Appel 4 providence will be	Circumstan Described Described Commission (DDCC 101) at	Designing April 4 contest
enrollment with with with with with with with wit			sign up for <i>Provider Portal Overview</i> training (PRSS-121) at	
Medicaid Check member displikity displikity Add and view for members Submit Check member eligibility displikity Add and view exists Add and view exists Add and view exists Add and displikity Add and displikity Add and view exists Add and displikity Add and dis			Download the Provider Portal User Guide (PRSS-121)	
Check member eligibility through the PRSS Provider Portal. Add and view existing ITC through the PRSS Provider Portal. Beginning April 4, providers will be able to check Member eligibility through the PRSS Provider Portal. Beginning April 4, providers will be able to view Member information existing ITC to members Submit Chaims and claims Claims Beginning April 4, providers will be available at https://vamedicaid.dmas.virginia.gov/training/providers Submit Chaims and claims Beginning April 4, providers will be ginning April 4, providers will be available at https://vamedicaid.dmas.virginia.gov/training/providers Submit Chaims and claims Beginning April 4, providers will be provider axonomy on claims Beginning April 4, providers will be provider pr		Provider Portal.		
Beginning April 4, providers will be able to check Member eligibility through the PRSS Provider Portal.			Both are available at https://vamedicaid.dmas.virginia.gov/training/providers	
member deligibility through the PRSS Provider Portal. Add and view dive view existing LTC segments for members Submit claims and search claims Include provider beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims are advices will login to MES and follow the links to MMIS to search and submit claims and taxonomy on claims Electronic remittance advices (ERAS) Paper remittance advices (ERAS) Paper and the providers will login to MES and follow the links to make the provider derivation of the provider of the provide	Medicald			
Add and view existing LTC segments for members Submit claims and search claims are search claims and search claims and search claims are search claims and search claims and search claims and search claims are now available on the MES Public Portal at https://wamedicaid.dmas.virginia.gov/provider/diownloads Beginning April 4, providers will but access to the current portal must register with MES to access electronic remittance advices (RA) after April 3, 2022. Both available at https://wamedicaid.dmas.virginia.gov/ and search and submit claims and submit claims and search and submit claims and search and submit claims. Email askmes@dmas.virginia.gov Browler Amaulas, Memos and Bullelins will be available. The remittance advice will be available as a pdf that may be downloaded from the PRSS Provider Portal. Email askmes@dmas.virginia.gov Note: The current Medicaid portal (VAMMIS website) will no longer support these items as of March 28. Beginning April 4, login to MES at https://wamedicaid.dmas.virginia.gov/ Note: The current Medicaid portal (VAMMIS website) will no longer support these			Sign up for Provider Portal Overview training (PRSS-121) at	
Add and view Beginning April 4, providers will be able to view Member information through the PRSS Provider Portal. Sign up for Provider Portal Overview training (PRSS-121) at able to view Member information through the PRSS Provider Portal. Beginning April 4, providers will login to MES and follow the links to MMIS to search claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims and search claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will be available on the MES Public portal at https://wamedicaid.dmas.virginia.gov Beginning April 4, paper remittances will no longer be available. The remittance advice will be available as a pdf that may be downloaded from the PRSS Provider Portal. Beginning April 4, paper remittances will no longer be available. The remittance advice will be available as a pdf that may be downloaded from the PRSS Provider Portal. Beginning April 4, providers will be available and the MES Public portal beginning			D	
Add and view will be view member information existing LTC segments for members Submit claims and scarch claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims and scarch claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims and scarch claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Flectronic remittance advices (ERAs) Paper remittance advices (ERAs) Beginning April 4, paper remittances will no longer be available. The remittance advices will be available as a pdf that may be downloaded from the PSP provider Portal. Beginning April 4, paper remittances will no longer be available. The remittance advice will be available as a pdf that may be downloaded from the PSP provider Portal. Beginning April 4, paper remittances will no longer be available on the MES Public portal beginning 3/21. Click on 'Providers' at the top of the MES Public portal page: Transactions Get Center ID and Providers' at the top of the MES Public portal page. Minus Memos and Beginning April 4, login to MES at https://vamedicaid.dmas.virginia.gov/ Beginning April 4, login to MES at https://vamedicaid.dmas.virginia.gov/ Note: The current Medicaid portal (VAMMIS website) will no longer support these items as of March 28. Beginning April 4, login to MES at https://vamedicaid.dmas.virginia.gov/ Beginning April 4, login to MES at ht	eligibility	through the PRSS Provider Portal.	Download the Provider Portal User Guide (PRSS-121)	800-552-8627
view existing LTC. segments for members Submit through the PRSS Provider Portal. Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims search claims and search claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Call Conduent Provider Helpline at 800-552-8627 Email askmes@dmas.virginia.gov Beginning April 4, providers will no longer be available on the MES Public portal beginning april 4 sakmes@dmas.virginia.gov Beginning April 4, paper remittances will no longer be available. The remittance advices of the developed of the MES Public portal beginning 3/21. Click on "Provider Manuals, Memos and Bulletins will be available on the MES Public portal beginning 3/21. Click on "Providers" at the top of the MES Public portal page: https://wamedicaid.dmas.virginia.gov/ Beginning April 4, login to MES at https://wamedicaid.dmas.virginia.gov/ Beginn				
through the PRSS Provider Portal. Submit claims and search claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims Include claims Include provider type taxonomy on claims Electronic remittance advices (ERAs) Beginning April 4, providers will login to MES to view and confirm taxonomy on claims Electronic remittance advices (ERAs) Beginning April 4, providers will login to MES to view and confirm taxonomy on claims Electronic remittance advices (ERAs) Beginning April 4, providers will login to MES to view and confirm taxonomy on claims Electronic remittance advices (ERAs) Beginning April 4, paper remittances will no longer be available. The remittance advice will be available as a pdf that may be downloaded from the PRSS Provider Portal. Email askmes@dmas.virginia.gov Information and specifications for EDI is available now on the MES Public portal at https://vamedicaid.dmas.virginia.gov/ Email askmes@dmas.virginia.gov Email askmes@dmas.virginia.gov Information and specifications for EDI is available now on the MES Public portal at https://vamedicaid.dmas.virginia.gov/edi technical information, or enroll with the Electronic Data Interchange			Sign up for Provider Portal Overview training (PRSS-121) at	
segments for members Submit claims and search claims Include provider type taxonomy on claims Electronic remittance advices (ERAs) Paper remittance advices (PRAs) DMAS Provider Manuals, Memos and Bulletins Email askmes@dmas.virginia.gov DMAS Cherch Provider Manuals, Memos and Bulletins Electronic Provider Associations Evice Center ID and Providers a the top of the MES Public portal at https://wamedicaid.dmas.virginia.gov/ Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/ Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/ Email askmes@dmas.virginia.gov Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/ Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/ Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/ Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/ Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/ Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/ Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/ Information and specifications for EDI is available now on the MES Public portal at https://wamedicai			Download the PRSS User Guide (PRSS-121)	askmes@dmas.virginia.gov
Beginning April 4, providers will login to MES and follow the links to MMIS to search and submit claims claims and search claims and search claims and search claims are claims.		anough the rices frovider rottan.	bowmodd aid 1165 6567 Oddoc (1165 121)	
laims and search claims Include provider special login to MES to view and confirm taxonomy on claims Electronic remittance advices (ERAs) Paper remittance advices (PRAs) DMAS Provider Manuals, Memos and Bulletins will be available on the MES Public portal beginning 3/21. Click on "Provider Manuals, Memos and Bulletins Service Center Ibus, //wamedicaid dmas, virginia, gov/ Note: The current Medicaid portal (VAMMIS website) will no longer support these items as of March 28. Beginning April 4, login to MES at https://wamedicaid.dmas.virginia.gov/ Email askmes@dmas.virginia.gov Email askmes@dmas.virginia.gov Email askmes@dmas.virginia.gov Email askmes@dmas.virginia.gov Email askmes@dmas.virginia.gov Click on "Providers" at the top of the MES Public portal beginning 3/21. Click on "Providers" at the top of the MES Public portal page: https://wamedicaid.dmas.virginia.gov Note: The current Medicaid portal (VAMMIS website) will no longer support these items as of March 28. Beginning April 4, login to MES at https://wamedicaid.dmas.virginia.gov/ Note: The current Medicaid portal (VAMMIS website) will no longer support these items as of March 28. Beginning April 4, login to MES at https://wamedicaid.dmas.virginia.gov/ The current Medicaid portal (VAMMIS website) will no longer support these items as of March 28. Beginning April 4, login to MES at https://wamedicaid.dmas.virginia.gov/ Email askmes@dmas.virginia.gov/				
Search Calaims Include Provider Include Incl		Beginning April 4, providers will login	to MES and follow the links to MMIS to search and submit claims	
Claims Reginning April 4, providers will login to MES to view and confirm taxonomy or claims Digin to MES to view and confirm taxonomy or claims State and taxonomy or claims St				Treipinie at 000-332-0027
login to MES to view and confirm taxonomy on claims Electronic remittance advices (ERAs) Paper remittance advices (PRAs) Paper Royler (PRAs) Data Manuals, Memos and Bulletins Service Manuals, Memos and Bulletins Service Mentication and Service Center. Beginning April 4, login to MES at https://vamedicaid.dmas.virginia.gov/ Note: The current Medicaid portal (VAMMIS website) will no longer support these items as of March 28. Beginning April 4, login to MES at https://vamedicaid.dmas.virginia.gov/ Note: The current Medicaid portal (VAMMIS website) will no longer support these items as of March 28. Information and specifications for EDI is available now on the MES Public portal at https://vamedicaid.dmas.virginia.gov/ Information and specifications for EDI is available now on the MES Public portal at https://vamedicaid.dmas.virginia.gov/ Information and specifications for EDI is available now on the MES Public portal at https://vamedicaid.dmas.virginia.gov/ Information and specifications for EDI is available now on the MES Public portal at https://vamedicaid.dmas.virginia.gov/ Information and specifications for EDI is available now on the MES Public portal at https://vamedicaid.dmas.virginia.gov/ Information and specifications for EDI is available now on the MES Public portal at https://vamedicaid.dmas.virginia.gov/ Information and specifications for EDI is available now on the MES Public portal at https://vamedicaid.dmas.virginia.gov/edi Information, or enroll with the Electronic Data Interchange				
taxonomy on claims Electronic remittance advices (ERAs) Paper remittance advices (PRAs) Beginning April 4, paper remittances will no longer be available. The remittance advice will be available as a pdf that may be downloaded from the PRSS Provider Portal. Email askmes@dmas.virginia.gov Email askmes@dmas.virginia.gov Email askmes@dmas.virginia.gov Email askmes@dmas.virginia.gov Avices (RPAs) DMAS Provider Manuals, Memos and Bulletins Provider Manuals, Memos and Bulletins Service Center ID and Provider Associations with Transactions Get technical information, or enroll with the Electronic Data Interchange				
taxonomy on claims Electronic claims Electronic remittance advices (ERAs) Paper remittance advices (PRAs) Paper remittance advices (PRAs) DMAS Provider Manuals, Memos and Bulletins Erroice To Erroice Center ID and Provider Associations with Transactions Get technical information, or enroil with the Electronic Data Interchange I standard of the transport of the transpor	*	9	nttps://vamedicaid.dmas.virginia.gov/provider/downloads	askmes@amas.virginia.gov
Electronic remittance advices (ERAs) Paper Paper remittance advices (PRAs) Paper (PRAs) PAs Provider Manuals, Memos and Bulletins Wilhout Enter ID and Provider Associations with Transactions Get technical information, or enroll with the Electronic Data Interchange Beginning April 4, paper remittances will no longer be available. The remittance advices will be available as a pdf that may be downloaded from the PRSS Provider Portal. Email askmes@dmas.virginia.gov		tuxonomy		
remittance advices (ERAs) Paper remittance advices (ERAs) Paper be downloaded from the PRSS Provider Portal be downloaded from the PRSS Provider Portal must register with MES to access electronic remittance advices (RA) after April 3, 2022. DMAS Provider Manuals, Memos and Bulletins will be available on the MES Public portal beginning 3/21. Click on "Providers" at the top of the MES Public portal page: https://wamedicaid.dmas.virginia.gov/ Note: The current Medicaid portal (VAMMIS website) will no longer support these items as of March 28. Beginning April 4, paper remittance advice will be available as a pdf that may be downloaded from the PRSS Provider Portal must register with MES to access electronic remittance advices (RA) after April 3, 2022. Email askmes@dmas.virginia.gov Note: The current Medicaid portal (VAMMIS website) will no longer support these items as of March 28. Beginning April 4, login to MES at https://vamedicaid.dmas.virginia.gov/ Email askmes@dmas.virginia.gov Email askmes@dmas.virginia.gov Information and specifications for EDI is available now on the MES Public portal at https://vamedicaid.dmas.virginia.gov/edi Email askmes@dmas.virginia.gov Email askmes@dmas.virginia.gov Information and specifications for EDI is available now on the MES Public portal at https://vamedicaid.dmas.virginia.gov/edi Email askmes@dmas.virginia.gov				
advices (ERAs) Paper Paper remittance advices (PRAs) Beginning April 4, paper remittances will no longer be available. The remittance advice will be available as a pdf that may be downloaded from the PRSS Provider Portal. Enrolled providers without access to the current portal must register with MES to access electronic remittance advices (RA) after April 3, 2022. DMAS Provider Manuals, Memos and Bulletins will be available on the MES Public portal beginning 3/21. Click on "Providers" at the top of the MES Public portal page: https://wamedicaid.dmas.virginia.gov/ Note: The current Medicaid portal (VAMMIS website) will no longer support these items as of March 28. Beginning April 4, login to MES at https://wamedicaid.dmas.virginia.gov/ Service Center ID and Provider Associations with Transactions Get technical information, or enroll with the Electronic Data Interchange		835 data may be retrieved from the Se	rvice Center.	
Reginning April 4, paper remittance will no longer be available. The remittance advice will be available as a pdf that may be downloaded from the PRSS Provider Portal. Beginning April 4, paper remittance advices (PRAs) Beginning April 4, paper remittance advices (RA) after April 3, 2022. Provider Manuals, Memos and Bulletins will be available on the MES Public portal beginning 3/21. Click on "Providers" at the top of the MES Public portal page: Memos and Bulletins will be available on the MES Public portal beginning 3/21. Email askmes@dmas.virginia.gov				askmes@umas.virgima.gov
remittance advices (PRAs) be downloaded from the PRSS Provider Portal. Enrolled providers without access to the current portal must register with MES to access electronic remittance advices (RA) after April 3, 2022. DMAS Provider Manuals, Memos and Bulletins will be available on the MES Public portal beginning 3/21. Click on "Providers" at the top of the MES Public portal page: https://wamedicaid.dmas.virginia.gov/ Note: The current Medicaid portal (VAMMIS website) will no longer support these items as of March 28. Beginning April 4, login to MES at https://wamedicaid.dmas.virginia.gov/ Center ID and Provider Associations with Transactions Get technical information, or enroll with the Electronic Data Interchange				
advices (PRAs) advices (RA) after April 3, 2022. DMAS Provider Manuals, Memos and Bulletins will be available on the MES Public portal beginning 3/21. Click on "Providers" at the top of the MES Public portal page:				
PRAS Advices (RA) after April 3, 2022. Email askmes@dmas.virginia.gov				askmes@dmas.virginia.gov
DMAS Provider Manuals, Memos and Bulletins will be available on the MES Public portal beginning 3/21. Click on "Providers" at the top of the MES Public portal page: Manuals, Memos and Bulletins Service Center ID and Provider Associations with Transactions Get technical information, or enroll with the Electronic Data Interchange			to an earters portar must register with PIES to access electromic remittance	
Manuals, Memos and Bulletins Service Center ID and Provider Associations with Transactions Get technical information, or enroll with the Electronic Data Interchange	DMAS	Provider Manuals, Memos and Bulletin		
Memos and Bulletins Note: The current Medicaid portal (VAMMIS website) will no longer support these items as of March 28. Service Center ID and Provider Associations with Transactions Beginning April 4, login to MES at https://vamedicaid.dmas.virginia.gov/ Email askmes@dmas.virginia.gov Get teechnical information, or enroll with the Electronic Data Interchange Information and specifications for EDI is available now on the MES Public portal at <a edi"="" href="https://vamedicaid.dmas.virginia.gov/editaid-dmas.vir</td><td></td><td></td><td>MES Public portal page:</td><td>askmes@dmas.virginia.gov</td></tr><tr><td>Bulletins Service Center ID and Provider Associations with Transactions Get technical information, or enroll with the Electronic Data Interchange</td><td></td><td colspan=3></td></tr><tr><td>Service Center ID and Provider Associations with Transactions Get technical information, or enroll with the Electronic Data Interchange</td><td></td><td>11000. The current Medicala portal (VA</td><td>-1-110 monates) will no longer support eness teems as at Platen 20.</td><td></td></tr><tr><td>and Provider Associations with Transactions Get technical information, or enroll with the Electronic Data Interchange</td><td></td><td>Beginning April 4, login to MES at http</td><td>os://vamedicaid.dmas.virginia.gov/</td><td></td></tr><tr><td>Associations with Transactions Get technical information, or enroll with the Electronic Data Interchange</td><td></td><td></td><td></td><td>askmes@dmas.virginia.gov</td></tr><tr><td>with Transactions Get technical information, or enroll with the Electronic Data Interchange</td><td></td><td></td><td></td><td></td></tr><tr><td>Transactions Get technical information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/edi Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/edi Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/edi Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/edi Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/edi Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/edi Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/edi Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/edi Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/edi Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/edi Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/edi Information and specificati				
technical information, or enroll with the Electronic Data Interchange				
information, or enroll with the Electronic Data Interchange	Get	Information and specifications for EDI is available now on the MES Public portal at https://wamedicaid.dmas.virginia.gov/edi		
or enroll with the Electronic Data Interchange	technical			
with the Electronic Data Interchange	informat'	1		
Electronic Data Interchange				
Interchange	or enroll			
	or enroll with the Electronic			
	or enroll with the Electronic Data			

MEDICAID BULLETIN

PROVIDER CONTACT INFORMATION & RESOURCES				
Virginia Medicaid Web Portal				
Automated Response System				
(ARS)				
Member eligibility, claims status,	www.virginiamedicaid.dmas.virginia.gov			
payment status, service limits,				
service authorization status, and				
remittance advice.				
Medicall (Audio Response				
System)				
Member eligibility, claims status,	1-800-884-9730 or 1-800-772-9996			
payment status, service limits,				
service authorization status, and				
remittance advice.				
KEPRO				
Service authorization information	https://dmas.kepro.com/			
for fee-for-service members.				
Provider Appeals				
DMAS launched an appeals portal				
in 2021. You can use this portal to				
file appeals and track the status of	https://www.dmas.virginia.gov/appeals/			
your appeals. Visit the website	https://www.amas.virgima.gov/appeais/			
listed for appeal resources and to				
register for the portal.				
Managed Care Programs				

Managed Care Programs

Medallion 4.0, Commonwealth Coordinated Care Plus (CCC Plus), and Program of All-Inclusive Care for the Elderly (PACE). In order to be reimbursed for services provided to a managed care enrolled individual, providers must follow their respective contract with the managed care plan/PACE provider. The managed care plan may utilize different guidelines than those described for Medicaid fee-for-service individuals.



MEDICAID BULLETIN

Medallion 4.0	http://www.dmas.virginia.gov/#/med4
CCC Plus	http://www.dmas.virginia.gov/#/cccplus
PACE	http://www.dmas.virginia.gov/#/longtermprograms
Magellan Behavioral Health	www.MagellanHealth.com/Provider
Behavioral Health Services	For credentialing and behavioral health service
Administrator, check eligibility,	information, visit:
claim status and service	www.magellanofvirginia.com, email:
authorizations for fee-for-service	<u>VAProviderQuestions@MagellanHealth.com</u> ,or
members.	Call: 1-800-424-4046
Provider HELPLINE Monday-Friday 8:00 a.m5:00 p.m. For provider use only, have Medicaid Provider ID Number available.	1-804-786-6273 1-800-552-8627
Aetna Better Health of Virginia	www.aetnabetterhealth.com/Virginia 1-800-279-1878
Anthem HealthKeepers Plus	www.anthem.com/vamedicaid 1-800-901-0020
Molina Complete Care	1-800-424-4524 (CCC+) 1-800-424-4518 (M4)
Optima Family Care	1-800-881-2166 www.optimahealth.com/medicaid
United Healthcare	www.Uhccommunityplan.com/VA and www.myuhc.com/communityplan 1-844-752-9434, TTY 711
Virginia Premier	1-800-727-7536 (TTY: 711), <u>www.virginiapremier.com</u>